



## ACO Solutions: Behavioral Health 101 for Emergency Department Physicians and Staff



*Are you and your Emergency Department prepared to care for patients with Mental Health and Behavioral Health conditions?*

### The Challenge

The CDC reports the annual number of emergency department (ED) visits in the U.S. is 136.3 million. Of these visits, approximately 1 out of every 8 patients has underlying behavioral health conditions, or in absolute numbers 17 million patients. Due to the shortage of psychiatric and behavioral health services, the burden of providing behavioral health care has been placed on EDs, where patients are legally entitled to a screening exam and stabilizing treatment.

Individuals with behavioral health conditions also often have co-occurring medical conditions, which further complicate their diagnosis and treatment. Currently, many emergency departments are not trained on basic behavioral health issues and how they can drive or impact presenting problems. This lack of knowledge increases the risk of an inaccurate diagnosis and wrong

treatment, which can result in future readmissions and/or longer stays in the ER. Research has shown that emergency visits involving behavioral health care last 18% to 60% longer than other visits pertaining to a non-psychiatric problem.

Data indicates that when comorbidity increases, the costs of care increases as well. CMS reported that in 2014, the combined Medicare and Medicaid expenses for an individual with two comorbid condition groups was \$1,628 per member per month, which was double the amount for an individual without a comorbid condition. Of those with 2 or more comorbid conditions, at least 39% had a behavioral health condition.

All in all, emergency departments and their staff have not had the training in medical school or residency and are ill equipped to handle the many, diverse behavioral

health problems they may face on any given day. This can result in less than optimal patient outcomes and quality of care, as well as longer stays, more transfers, more readmissions, and higher costs.

### The Solution

Provide you and your emergency department staff with state-of-the art, reliable training on the crucial role that behavioral health conditions can play in presenting patients. With input from many emergency department physicians and medical officers across the country, Relias Learning has created a tailored package with the goals of:

- Improving patient treatment, outcomes and safety
- Increasing staff confidence and expertise in addressing patients with behavioral health problems
- Reducing lengths of stay in the ED
- Reducing unnecessary hospitalizations
- Reducing readmits
- Improving patient and family member satisfaction
- Improving physician and staff satisfaction

Incorporating the art and science of Adult Learning, the package includes Pro on the Go courses—a new line of micro-learning modules that are less than 5 minutes designed to provide on-demand information. All our content is delivered through our easy-to-use user interface that staff can access online anytime, anywhere.

#### Resources:

<https://www.cdc.gov/nchs/fastats/emergency-department.htm>  
<https://www.cms.gov/Research-Statistics-Data-and-Systems/Research/CAHPS/ed.html>  
<http://www.aha.org/research/reports/tw/12jan-tw-behavhealth.pdf>  
<http://content.healthaffairs.org/content/35/9/1698.abstract>  
[https://www.cms.gov/Medicare-Medicaid-Coordination/Medicare-and-Medicaid-Coordination/Medicare-Medicaid-Coordination-Office/Downloads/Dual\\_Condition\\_Prevalence\\_Comorbidty\\_2014.pdf](https://www.cms.gov/Medicare-Medicaid-Coordination/Medicare-and-Medicaid-Coordination/Medicare-Medicaid-Coordination-Office/Downloads/Dual_Condition_Prevalence_Comorbidty_2014.pdf)  
<https://www.ncbi.nlm.nih.gov/pmc/articles/PMC3679662/>  
<http://array-architects.com/behavioral-health-and-emergency-departments/>

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## BEHAVIORAL HEALTH EMERGENCY DEPT. STANDARD TRAINING PACKAGE COURSES

### *Strategic Patient Screening Approaches*

- Alcohol Intoxication in the Emergency Department
- Mental Status Exam
- Risk Assessment for Life-Threatening Behaviors
- Severe Agitation: Accurate Assessment and Treatment
- Substance Use Screening in the Emergency Department

### *Patient Engagement Strategies*

- Crisis Management
- Quick and Effective Strategies for Engaging Family Members in Treatment
- Quick and Effective Strategies for Engaging Patients in Treatment
- Malingering

### *Clinical and Pharmacological Strategies*

- Acute Psychosis
- Anxiety—GAD
- Depression and the PHQ-9 in the Emergency Department
- Effective Collaboration with the Mental Health Consultant
- HIPAA and CFR42 in the Emergency Department
- Psychopharmacology in the Emergency Department

**Call or email our team to learn more  
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